Through its Facilitated Migration Services (FMS) portfolio, IOM supports states to improve migration governance through the provision of efficient and cost-effective international migration services. In support of visa application processing, IOM provides tailored operational assistance to Member States’ immigration and consular departments, which are designed to enhance data collection, streamline processes, eliminate time-consuming administrative functions, reduce costs, improve service standard and combat fraud. Such services equally benefit both the temporary and permanent resident visa applicants by providing timely and accurate visa related information via multiple channels in a safe and empowering environment, providing a transparent and cost-effective alternative to often unscrupulous visa brokers.
MIGRATION SERVICES OVERVIEW

Facilitated Migration Services and Operations

Verification services
Visa application assistance
Immigrant interview facilitation
Travel assistance
Cultural orientation and counselling
DNA testing facilitation and coordination

Operations
Resettlement
Repatriation

June 2002 – May 2019
Total Persons of Concern Assisted
45,552

Key governments using OMS operational support

June 2002 – May 2019
Total no. of countries OMS has worked with
34

Total no. of countries OMS has worked with
34
DO document verification

Through its Operations and Migrant Services Centre in Colombo, IOM continues to deliver objective, factual, accurate and efficient verification services. IOM leverages local knowledge and networks, and is able to operate where poor telecommunications may make remote verifications unfeasible or where verification related travel may be too costly, time-consuming or pose a security risk for the requesting Member State’s Visa Office. The verification levels differ, depending on immigration risk factors and the nature of the service request.

From June 2006 to May 2019

34,206 applications for document verification

86,819 documents verified

Cultural orientation and counselling

At the request of the client governments, IOM has been implementing robust orientation programs over the past 10 years.

Cultural orientation prepares refugees and migrants by providing practical information on countries of destination, and assists refugees in setting realistic goals, developing the skills and attitudes needed to succeed in their new environment. IOM works closely with governments to identify the key priority messages and values that are critical for refugees’ successful resettlement. Courses by IOM’s multilingual multi-ethnic trainers help refugees anticipate integration challenges and facilitate their transition into the receiving society.

IOM also offers independent and confidential immigration advice, visa application assistance and travel services to individuals, their sponsors, and businesses. In certain countries of destination, IOM has in place a network of registered migration agents who link with IOM Offices in countries of origin such as Sri Lanka to extend services and assistance to migrants, their spouses, and partners.

June 2002 – May 2019
1,596 participants
Refugees, who are nationals from countries other than Sri Lanka, and selected immigrants from Sri Lanka continue to receive assistance from IOM’s Resettlement Services. IOM works closely with governments, the United Nations High Commissioner for Refugees (UNHCR) and other partners. UNHCR identifies, interviews and submits refugee cases to countries for resettlement consideration. Subsequently, under cooperative agreements with those same countries, IOM resettlement services take place through:

- Case processing
- Health assessments (conducted by IOM Migration Health Assessment Centre)
- Cultural orientation
- International travel assistance for refugees’ resettlement to third countries

Upon arrival, resettlement countries provide refugees with legal and physical protection, including access to civil, political, economic, social and cultural rights similar to those enjoyed by nationals.

**From June 2002 to May 2019**

IOM will also continue its family reunification programme which assists family members in Sri Lanka to join their relatives in their country of resettlement.

**HUMANITARIAN ASSISTANCE FOR STRANDED MIGRANTS**

IOM further assists, through travel and operational support services, the Government of Sri Lanka in the provision of return assistance to foreign nationals who are stranded in Sri Lanka as well as with the return of Sri Lankan nationals stranded overseas during conflict, distress, or other emergency situations.

**Flow Chart of Refugee Resettlement Activities**

**Key Initiatives**

- OMS resettlement services have been provided to 18 countries, 3274 total persons of concern

**Humanitarian Assistance for Stranded Migrants**

- 15 countries, 6268 total persons of concern were assisted by OMS repatriation services

**From June 2002 to May 2019**